# About this Document

This document provides installation instructions for Unified CCE 11.6(1) ES23. It also contains a list of Unified CCE issues resolved by this engineering special. Review all installation information before installing the product. Failure to install this engineering special as described can result in inconsistent Unified CCE behavior.

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# About Cisco Unified CCE (and Unified CCE Engineering Specials)

This Engineering special is designed to be installed on an Unified CCE 11.6(1) system.

# Unified CCE Compatibility and Support Specifications

## Unified CCE Version Support

ICM 11.6(1)

## Unified CCE Component Support

### Supported Unified CCE Components

Unified CCE 11.6(1) ES23 is compatible with and should be installed ONLY on these ICM components:

* Distributor
* Administration Client

# Unified CCE Engineering Special Installation Planning

# Installing Unified CCE 11.6(1) ES23

#### On Distributor

* Stop Distributor services.
* Run Unified CCE 11.6(1) ES23 patch installer
* Start Distributor services.

#### On Administration Client

* Run Unified CCE 11.6(1) ES23 patch installer

## Uninstall Directions for Unified CCE 11.6(1) ES23

#### On Distributor

* Stop Distributor services.
* Open Uninstall a program from control panel.
* Right click the ICM 11.6(1) ES23 patch and run ‘Uninstall’
* Start Distributor services.

#### On Administration Client

* Open Uninstall a program from control panel.
* Right click the ICM 11.6(1) ES23 patch and run ‘Uninstall’

## Resolved Caveats in this Engineering Special

This section provides a list of significant Unified CCE defects resolved by this engineering special. It contains these subsections:

* Resolved Caveats in Unified CCE 11.6(1) ES23

**Note:** You can view more information on and track individual Unified CCE defects using the Cisco Bug Search tool, located at: <https://bst.cloudapps.cisco.com/bugsearch/search?null>.

### Resolved Caveats in Unified CCE 11.6(1) ES23

This section lists caveats specifically resolved by Unified CCE 11.6(1) ES23.

#### Index of Resolved Caveats

Caveats in this section are ordered by UNIFIED CCE component, severity, and then identifier.

|  |  |  |  |
| --- | --- | --- | --- |
| **Identifier** | **Severity** | **Component** | **Headline** |
| CSCvi63016 | 3 | scripteditor | "Formula editor" in script editor grayed out |
|  |  |  |  |

#### Detailed list of Resolved Caveats in This Engineering Special

Caveats are ordered by severity then defect number.

**Defect Number:** CSCvi63016

**Component:** scripteditor

**Severity:** 3

**Headline:** "Formula editor" in script editor grayed out

**Symptom:** The Formula Editor button in "Queue to Skill Group" nodes is grayed out when viewing in Browse, Monitoring or Quick Edit modes of ICM Script Editor. The "Route Select" node also has this issue in Quick edit mode.  **Conditions:** Using ICM 11.5(1) or above Script Editor trying to look at Formula Editor while in browse or monitor mode.  **Workaround:** None, only way to view Formula Editor is to put the script into full EDIT mode.  **Further Problem Description:**

# Obtaining Documentation

You can access current Cisco documentation on the Support pages at the following sites:

* https://www.cisco.com
* https://www-china.cisco.com
* https://www-europe.cisco.com

## Documentation Feedback

To provide comments about this document, send an email message to the following address:

[contactcenterproducts\_docfeedback@cisco.com](mailto:contactcenterproducts_docfeedback@cisco.com)

We appreciate your comments.

# Obtaining Technical Assistance

Cisco.com is a starting point for all technical assistance. Customers and partners can obtain documentation, troubleshooting tips, and sample configurations from online tools. For Cisco.com registered users, additional troubleshooting tools are available from the TAC site.

## Cisco.com

Cisco.com provides a broad range of features and services to help customers and partners streamline business processes and improve productivity. Through Cisco.com, you can find information about Cisco and our networking solutions, services, and programs. You can also resolve technical issues with online technical support and download software packages. Valuable online skill assessment, training, and certification programs are also available.

Customers and partners can self-register on Cisco.com to obtain additional personalized information and services. Registered users can order products, check on the status of an order, access technical support, and view benefits specific to their relationships with Cisco.

## Technical Assistance Center

The Cisco TAC site is available to all customers who need technical assistance with a Cisco product or technology that is under warranty or covered by a maintenance contract.

### Contacting TAC by Using the Cisco TAC Site

If you have a priority level 3 (P3) or priority level 4 (P4) problem, contact TAC by going to <https://www.cisco.com/c/en/us/support/index.html>.

P3 and P4 level problems are defined as follows:

* P3--Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
* P4--You need information or assistance on Cisco product capabilities, product installation, or basic product configuration.

In each of the above cases, use the Cisco TAC site to quickly find answers to your questions.

If you cannot resolve your technical issue by using the TAC online resources, Cisco.com registered users can open a case online by using the TAC Case Open tool at the following site: [https://mycase.cloudapps.cisco.com/create/start/](https://mycase.cloudapps.cisco.com/create/start)

### Contacting TAC by Telephone

If you have a priority level 1(P1) or priority level 2 (P2) problem, contact TAC by telephone and immediately open a case. To obtain a directory of toll-free numbers for your country, go to the following sites:

* Enterprise and Service Provider Products--<https://www.cisco.com/c/en/us/support/web/tsd-cisco-worldwide-contacts.html>
* Small Business Products--<https://www.cisco.com/c/en/us/support/web/tsd-cisco-small-business-support-center-contacts.html>

P1 and P2 level problems are defined as follows:

* P1--Your production network is down, causing a critical impact to business operations if service is not restored quickly. No workaround is available./li>
* P2--Your production network is severely degraded, affecting significant aspects of your business operations. No workaround is available.